GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:4301
ANSWERED ON:26.08.2004
PENDING CASES OF REFUND OF RAILWAY TICKETS
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Will the Minister of RAILWAYS be pleased to state:

(a) the number of cases of refund of railway tickets pending with the Railways Division-wise particularly in Rajasthan;

(b) the outstanding amount of the refund of tickets and the time since when this amount is outstanding;

(c) whether the Government is making any arrangement for speedy refund of the tickets; and

(d) if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R.VELU)

(a) The details of number of pending refund cases lying with the Divisions falling in the State of Rajasthan are as under: -

Name of the Division	Jaipur	Ajmer	Jodhpur	Bikaner	Kota
Number of pending refund cases as on 31-07-2004	32	39	74	57	324

(b) On Kota Division, the total amount outstanding towards refund of tickets is Rs.1, 92,829 since August, 2003 and onwards whereas on Jaipur, Ajmer, Jodhpur & Bikaner Divisions taken together, an amount of Rs.63, 427/- is outstanding since January, 2004 & onwards.

(c) & (d) The computerised coaching refund system has been introduced in which passengers can seek refund across the computerised Passenger Reservation System (PRS) counters upto five days from the scheduled departure of the train from its originating station.